

CIO Council Meeting Minutes
September 25, 2002
Albert Coates Government Complex

Attendees: Gary Zeller (AGR), John Davis (OSBM), Mary Sue Brown (ESC), Rachel Eagles (DOR), Steven Hulsey (DOT- for E.D. Walker), Bill Golden (DST), Ben McLawhorn (OSC), Lee Mandell (NCLM), Rebecca Troutman (NCACC), Bob Brinson (DOC), Mark Griffith (IRM), Chris cline (DPI), Mike Fenton (ITS/IRM), Denny McGuire (ITS/IRM), Julia Nipper (ITS), Giovanni Masucci (Capital City Consulting), Patti Bowers (ITS), Anthony Whitmore (AOC), Richard Little (AOC), Ilse Fogl (ITS), Bill Wade (Lockheed Martin), Ann Garrett (ITS), Charles Fraley (OAO), Fred Benson (AOC), Shamim Haeri (ITS), Woody Yates (IRMC), Bill Kurdys (DOC), Wanda Cheshire (Alphanumeric), Don Nattress (OSP), Pam Bowling (OSP), Paul Saksa (AUD), Joe Lithgo (ITS), Wendy Kuhn (ITS), Steve Stoneman (ITS), Smitty Locklear (DOA), George Bakolia (ITS), David Rossi (ITS), Clyde Poole (DHHS - for Don Allen), Cliff Layman (AOC), Arlon Kemple (DCR).

Chairman Smitty Locklear called the meeting to order @ 10:00a.m. Chairman Smitty congratulated Joe Lithgo on becoming the new COO. The minutes were approved for the exception of a correction made by Ann Garrett about a comment she made. The Chairman said he made the correction.

Smitty Locklear

Smitty gave an update on the CIOC Planning Committee regarding Admin issues. The Chairman asked each CIO to volunteer someone to take minutes from each meeting on a rotating basis from now until end of fiscal year. Mary Sue Brown of ESC will volunteer someone in October. The rest of the agencies are to submit their suggestions by the end of October via email to the Chairman.

The Chairman is supposed to handle revisions of Charter and give an annual report of accomplishments as well as memberships over past fiscal year. Gary Zeller has volunteered to take charge and revisions of The Charter.

Ann Garrett and George Bakolia are working on a Security Questionnaire. Ben McLawhorn has volunteered to set this up and work with Planning Committee to provide everyone's feedback to Ann.

Ben McLawhorn has been asked to spearhead an effort to see where we need to go with a new group to support the issues of the NPSC (Network Perimeter Security Committee) dealing with security (how to structure, what are its goals, etc...). Send any suggestions you may have to Ben.

George Bakolia

George Bakolia gave the State Chief Information Officer's Report. George discussed organizational changes; mainly the new appointment of 2 key positions that had been Vacant (CFO – David Rossi took this role in July & COO – Joe Lithgo took this role a

couple of weeks ago). He said filling vacancies is top priority. George distributed a handout of a current “working” Org chart and welcomed all suggestions. He discussed a new section that has been created, called “Customer & Public Relationship Management” headed by Wendy Kuhn. George asked Wendy to work with agencies to assign a liaison to each agency.

George discussed the role of IRM office. The next step is to reassess the functions and services that the IRM office is providing to the state agencies. He will discuss this further next month. He announced that ITS has begun to document all IT services. He plans to have ITS more clearly define Enterprise Services and needs by end of January or at latest early February.

There will be an ISO (International Organization for Standardization) sponsored meeting October 22, 2002 with an analyst from META group giving a presentation on Network Security Design & Enhancement. Lee Mandell asked when the agenda would be out. Ann informed that it would be out October 2nd.

George discussed Gartner Group contract issues. George and Patti Bowers met with the Gartner Account Manager and came up with workable solutions that he will go into more detail at the next CIOC meeting.

George distributed a handout entitled “State CIO Network Report” and discussed issues surrounding cable modem and DSL services. The presentation pointed out that the forthcoming ITS services offering provides security and 24x7 management and monitoring, where direct supplier service offerings do not. It also provided the next steps for deployment of these services. The presentation also summarized the legislation pertinent to network management and security standards.

Woody Yates

Woody distributed handout on IRMC Updates. Woody and IRMC are working on 3 separate IRMC policies still in draft form (some going back as early as January this year).

- Notification Procedures of new or revised IRMC Policies & Procedures (an alert will be pushed out instead of people having to go on the site to see new policies).
- Accounting for Internal IT Project Labor Clause (originated in TAPCC back in Jan this year – input from ITMAC).
- Process for Assessing Proposed Endorsement Requests (IRMC will look at request & decide to accept or not to accept and how to move forward from the decision).

Woody gave updates on the IRMC certification process (TAPCC to review on Monday), Email Survey (continuing in development, will have information before next TAPCC). His staff is relocating to new Revenue building downtown Oct 3.

Mike Fenton

Mike gave a presentation on State Technical Architecture Plan and distributed handouts. He said The Statewide Technical Architecture has been successful but it needs some Evergreening. He said the Architecture needed to be made more approachable/usable by clients. His Office gets a lot of calls from both public & private sectors worldwide saying they would like to adopt portions of it as a model for their own.

Smitty asked how vendors got access to security standard. Ann answered that each liaison gives this information to the vendor. Denny McGuire distributed a handout which contains recommendations for tech managers to position projects for success (before the fact rather than after). Denny handed out individual folders to all members of CIOC and asks that if anyone didn't get one to let her know.

Joe Lithgo

Joe discussed the NCMAIL Update. He pointed out that the upgrade is from version 5.5 to 6.5, and that the reasons for the upgrade are:

- V5.5 is 'officially' unsupported
- Implements current product architecture: increased redundancy & modularity
- Increase adaptability

Joe spoke of the partial outage on 9/12 and the reasons behind it. He has directed that changes to NCMAIL take place during scheduled weekend maintenance. Exceptions must be approved by CIO or COO. Joe and Wendy Kuhn have been working on planning, prioritizing, notification of and implementing communication procedures. The project plan and migration schedule are being adjusted to reflect a phased approach. A revised schedule will be published as soon as it is finalized.

Wendy Kuhn

Wendy distributed a handout discussing NCMAIL Notification Procedures. She said NCMAIL is a high priority. If email is down or any problem with email, contact all of the helpdesks and CIOC, and depending on what type of outage or problem it is, ITS will contact major clients directly and then start calling agencies. Rebecca Troutman asked how we would communicate problems to our local government (other email clients) in this case to let them know status. Wendy answered that she will follow up on this. Lee Mandell asked how well used is the website for notification. Wendy answered that the website is updated any time a new procedure is in place or an issue arises and that it is primarily used by email administrators.

David Rossi

David distributed a handout on the New Telecommunication Rates. David stated that this would be taken to the IRMC next week for approval. This service is readily available anywhere Time Warner is. Steve Stoneman stated that the service will have a high level of reliability and consistent performance. Smitty asked if this comes with a firewall. Steve answered, "Yes". CIOC unanimously endorsed the proposed rates.

Steven Hulsey for E.D. Walker

Steve discussed ITMAC and the DOT project methodology agenda item. A presentation will be given on Friday on best practices in working with private companies on projects tools and practice initiatives. He said this could be used by any tool (Primavera, Microsoft). Rebecca Troutman stated that this came out of the Enterprise subcommittee of the ITMAC.

Other Business

Lee Mandell stated that a decision needed to be made about the November and December meetings because the November date is the day before Thanksgiving and the December date is on Christmas day. George decided to move the November date to Nov 20th and the December date to the 18th. Smitty stated that there might not be a December meeting. For now the dates stay the same but Smitty will let the council know if things change.

Meeting adjourned @ 11:45am.